

Common EAP Questions

What is an Employee Assistance Program?

The employee assistance program, or EAP, is a counseling service for employees and their eligible dependents who may be experiencing personal or work place problems. Everyone has problems from time to time. Usually, we work them out. But sometimes problems persist, becoming serious enough to affect us both off and on the job. At such times, an EAP may be able to help.

Who Operates the EAP?

The City's Employee Assistance Program is operated by the City of Milwaukee Department of Employee Relations with the assistance of a joint labor/management steering committee. A full time Employee Assistance Coordinator is available to provide confidential consultation and referral.

Who is eligible?

City employees, significant others and families are eligible (City employees include full and part-time, union and non-union, elected, appointed and City service workers).

Why Does the City Offer an EAP?

First, it's smart business. If you're doing well and day-to-day problems aren't a distraction, you are more likely to be alert, motivated and concentrating on your job. This means we have a more productive organization. Second, it costs more to hire and train a new employee than it does to help and keep a current employee. And third, we care about our employees. It's that simple.

What Types of Problems Does EAP Handle?

The EAP handles a wide range of problems. These include problems related to:

- Emotional
- Family
- Marital
- Stress
- Financial
- Substance Abuse
- Legal

What Other Services are Available?

- Consultation
- Referrals
- Seminars/workshops
- Orientation sessions for employees and supervisor

Is There a Charge for This Service?

There is never a charge to the employee or family member for the services of the City's EAP personnel. However, if a referral to other agencies is necessary, the fees for services of those agencies are usually based on income and the EAP Coordinator coordinates referrals based on the employee's health insurance.

How is the EAP Service Delivered?

The EAP Coordinator may be reached via telephone directly for a confidential phone consultation or a face-to-face appointment. The EAP Coordinator will assist in clarifying the problem(s), help explore solutions and develop an action plan. The EAP does all while safe guarding the client's comfort and dignity.

Is it Confidential?

Yes. Absolutely. The EAP policies and procedures comply with the Health Insurance Portability and Accountability Act (HIPPA) standards, federal regulations and state law regarding confidentiality. No information about use of EAP services will be disclosed to any party without written authorization from the individual served, or parent or guardian when indicated. The only exception when legal mandate requires disclosure, such as when an individual poses a danger to themselves or others.

Can my supervisor refer me to the EAP?

Most referrals to the EAP are "self-referrals", where you or your family access services directly. In cases of job performance problems, supervisors may make a Formal Job Performance Referral.

Where is the EAP Program Located?

The EAP program is located in City Hall 200 E. Wells Milwaukee, Wisconsin 53202 Room 706. Alternate locations for consultations are available upon request.

When do I Use the EAP?

1. Whenever you feel the need for a helping hand or it is suggested. The earlier the better. Waiting or ignoring a problem usually makes things worse. Time away from work for EAP appointments would need to be negotiated between you and your supervisor/manager ahead of time and should take into account department needs.

How do I Contact the EAP?

For more information, a consultation or to set up an EAP appointment, contact the EAP Coordinator, Monday through Friday 8:00am to 5:00 pm at 414-286-3145.